



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

<u>Date:</u> 2/15/18	<u>Interviewer:</u> SGS	RFA #18 –
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u>		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u>		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male ☐ Female ☒ Administrator ☐ Faculty ☐ Staff ☐ Student ☒
 Concern Regarding: Male ☐ Female ☒ Administrator ☐ Faculty ☐ Staff ☒ Student ☐

Category: *(Please check at least one)*

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|--|--|---|---------------------------------------|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input type="checkbox"/> X Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin | <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Sex/Gender | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
2/12/18	Email from [REDACTED]	[REDACTED] sends email to Jon McGough, [REDACTED], EO and David Brunnermer about feeling she has been treated unfairly in [REDACTED] regarding her service animal.
2/15/18	[REDACTED] met with SGS	[REDACTED] met with SGS. She explained that her dog [REDACTED] is her service animal and she feels she has not gotten a proper accommodation. SGS explained the protocols of informal resolution and formal complaint filing and [REDACTED] requested that SGS look into her situation informally. [REDACTED] explained that she felt that [REDACTED] manager, [REDACTED] had singled her out when she came into the [REDACTED] on her first day, January 25. [REDACTED] says [REDACTED] saw she had [REDACTED] with her. When [REDACTED] was going to perform an experiment, she said [REDACTED] asked her to step into a side room and started asking her specific questions about her disability which made [REDACTED] feel very uncomfortable. She said [REDACTED] told her she was supposed to have completed some paperwork and have a meeting with her before she was allowed to complete a [REDACTED] at Western. [REDACTED] said that Brenda, her DRS counseled had never said anything about this. This made [REDACTED] totally stressed. She said [REDACTED]

		<p>told her she could either finish her [REDACTED] without her dog, because there was no room for the dog and this had not been discussed with her previously and this presented a safety issue, or she would have to leave.</p> <p>[REDACTED] said that all freshmen are told that if they don't complete their [REDACTED] they will fail and then they can't take any more [REDACTED]. [REDACTED] said she called her friend who came by and took [REDACTED] and [REDACTED] finished her [REDACTED]. She feels this is not fair. She also felt like [REDACTED] was very cold and not nice to her.</p> <p>SGS received permission from [REDACTED] to talk to the DRS about this and SGS said she would also be talking with [REDACTED].</p>
2/15/18	SGS calls [REDACTED] and makes appt. to meet with her next Tuesday (Monday is a holiday).	
2/20/18	SGS meets with [REDACTED]	<p>[REDACTED] indicates that [REDACTED] has developed its own protocol and students with service animals they want to bring into the [REDACTED] must first fill out paperwork and meet with [REDACTED]. I indicated to [REDACTED] I was not aware of any such protocol and that [REDACTED] felt her rights were being violated.</p> <p>I reviewed the [REDACTED] protocol that [REDACTED] wanted [REDACTED] to fill out and indicated to her that this was not an approved university protocol and that I did not feel that it aligned with the rights of individuals with service animals.</p> <p>I indicated that [REDACTED] felt she was given an ultimatum of either leaving and not finishing her [REDACTED] which would have meant that she failed this first [REDACTED] and would not be able to go on in the program or finding someone to take her service animal. I indicated to [REDACTED] that it was unacceptable to separate an individual with a disability from their service animal and that this could not happen again in the future. I assured [REDACTED] that I would work closely with her and Dept. Chair [REDACTED], along with the DRS to work a solution for [REDACTED] to be able to have her service animal with her.</p> <p>[REDACTED] expressed regret that she may have infringed on [REDACTED] rights and was apologetic. However, she expressed frustration because there is a lack of university policy/protocol around service animals in [REDACTED] and that her greatest concern is for the safety of all students. SGS indicated that overall student safety was imperative and for the need for a university-wide policy/protocol that a group of colleagues were working on but had not finalized.</p> <p>SGS requested a tour of the [REDACTED] and then requested [REDACTED] work with her to find a way to ensure that [REDACTED] service animal [REDACTED], could be in the [REDACTED]. [REDACTED] agreed to do this.</p> <p>SGS informed [REDACTED] that her protocol could no longer be used.</p>
2/20 – 3/2/18	SGS works with DRS, [REDACTED]	<p>SGS informed [REDACTED] about the discussions and work that would result in [REDACTED] being able to go to the next [REDACTED] with her. SGS toured [REDACTED] with [REDACTED] and had discussions with Jon McGough and [REDACTED] agreed to a particular place for [REDACTED] which [REDACTED] found acceptable. [REDACTED] provided a used [REDACTED] for [REDACTED] (for his protection) which [REDACTED] also found acceptable and which she tailored to fit [REDACTED].</p> <p>SGS re-convened group (that also includes Sue Sullivan and others, that had</p>

		<p>been working on policy and protocol on service animals in the class room and asked Jon and Langley to lead this group to completion by the end of academic year so that clear policy and protocol regarding animals in [REDACTED] could be accomplished.</p> <p>SGS checked in with [REDACTED] who thanked SGS and said that she felt she was satisfied with the outcome.</p>
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